

Message: RE: [REDACTED]

 **RE: [REDACTED]**

From Kraft, Emily
To 'Megan Lengerman'
Cc

Date Thursday, February 16, 2017 3:27 PM

The system doesn't allow anyone with the same SSN to register twice, regardless of whether it is with the same agency or two separate agencies. Therefore, if the system tells you that a client has already been enrolled and you're able to see it in your client dropdown menu, somehow this client has already been entered by you (like the example I mentioned below). If you can't see the client in your dropdown menu once the system tells you the client is already enrolled, then another provider has already enrolled the client and you'll have to contact me and I can get the email discussion going.

From: Megan Lengerman [mailto:megan.lengerman@nursesfornewborns.org]
Sent: Thursday, February 16, 2017 3:18 PM
To: Kraft, Emily
Subject: Re: [REDACTED]

Ok, so how do we know if it is a duplicate or if it is actually a client being served by two agencies?

Thanks!
Megan

Megan Lengerman, MA
Intake and Contracts Manager
Nurses for Newborns
7259 Lansdowne, Suite 100
Saint Louis, MO 63119
P – 314.544.3433 x321
C – 314.604.2426
F – 314.448.4004
E – megan.lengerman@nursesfornewborns.org

From: "Kraft, Emily" <Emily.Kraft@oa.mo.gov>
Date: Thursday, February 16, 2017 at 3:15 PM
To: Megan Lengerman <megan.lengerman@nursesfornewborns.org>
Subject: RE: [REDACTED]

It could be something as simple as when you entered her, the request to the database somehow got sent twice. The first one went through as normal, causing the second to show up as a duplicate.

From: Megan Lengerman [mailto:megan.lengerman@nursesfornewborns.org]
Sent: Thursday, February 16, 2017 3:13 PM
To: Kraft, Emily
Cc: Laurie Hyde

Subject: Re: [REDACTED]

I do see her on our end, but when I submitted her, I got the message that she was associated with another agency as well. Could it just be an error?

Thanks!

Megan

Megan Lengerman, MA

Intake and Contracts Manager

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From: "Kraft, Emily" <Emily.Kraft@oa.mo.gov>

Date: Thursday, February 16, 2017 at 3:11 PM

To: Megan Lengerman <megan.lengerman@nursesfornewborns.org>

Subject: RE: [REDACTED]

Hi Megan - The only [REDACTED] I'm seeing in the system is registered to NFN. Are you not able to see her on your end?

From: Megan Lengerman [<mailto:megan.lengerman@nursesfornewborns.org>]

Sent: Thursday, February 16, 2017 3:06 PM

To: Kraft, Emily

Cc: Laurie Hyde

Subject: [REDACTED]

Hi Emily,

When entering some of our older clients into the new system, I've discovered that [REDACTED] is already an ATA client with another agency.

Can you initiate an email to the other agency so we can determine where the client would like to stay?

Thanks!

Megan

Megan Lengerman, MA

Intake and Contracts Manager

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